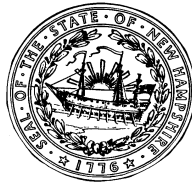


Virginia M. Barry, Ph.D.
Commissioner of Education
Tel. 603-271-3144



Paul K. Leather
Deputy Commissioner
Tel. 603-271-3801

STATE OF NEW HAMPSHIRE
DEPARTMENT OF EDUCATION
01 Pleasant Street
Concord, N.H. 03301
FAX 603-271-1953
Citizens Services Line 1-800-339-9900

Knowledge Base, Social Media and Network Support

September 28, 2012

The NH Department of Education (NH DOE) seeks a solution to; 1) expand upon our new KnowledgeBase of targeted education content, 2) offer an expansive support system to ensure successful engagement across New Hampshire (NH) educators, and 3) provide a social media network to enable online collaboration, training and resource collection. This solution should build upon a first phase of work being executed by 2Revolutions to build a 'networked' strategy that connects education throughout New Hampshire.

2Revolutions is currently implementing a "Networked" Strategy that includes three types of networks: Technical Assistance Networks; Knowledge Networks and; Innovation Networks. This work includes the implementation of an online system to support the execution of Innovation Networks with key districts. This RFP looks to expand upon the initial work to create a comprehensive statewide solution to support all districts in participation of on-line virtual networks.

DEADLINE FOR RECEIPT OF PROPOSALS

Applications due: Proposals are due on October 12, 2012 by 4:30pm.

PROPOSAL INQUIRIES & SUBMISSION

Questions regarding this Request for Proposals (RFP) and Submission of Proposals should include applicant fax number and/or email.

Direct questions to:	Direct proposal to:
Irene Koffink Department of Education 101 Pleasant Street Concord, New Hampshire Fax: (603) 271-7530 Phone: (603) 271-3865 Email: irene.koffink@doe.nh.gov	Jane Levesque Department of Education 101 Pleasant Street Concord, New Hampshire Fax: (603) 271-7530 Phone: (603) 271-3749 Email: jane.levesque@doe.nh.gov

CONTRACT PERIOD

From the date of approval by Governor and Council through June 30, 2017.

I. BACKGROUND

Over the past several years, the NH DOE and local education agencies (LEAs) have developed extensive tools and resources to enable educators to leverage data to inform instruction, as well as creating extensive resources in critical educational topics (e.g. competency development, common core standards, etc.). Central to large-scale, meaningful impact of these educational practices is the collaboration across LEAs of high quality learning and practices. This past September, NH DOE received a Statewide Longitudinal Grant (SLDS) from the US Department of Education. This grant includes the creation of a social media network to create virtual collaboration throughout the state and to connect this virtual collaboration to in-person training and support. More information about the SLDS grant can be found at: <http://nces.ed.gov/Programs/SLDS/pdf/newhampshire2012.pdf>. The full application is available upon request.

The NH DOE has also developed a NCLB Waiver that defines a “Networked” Strategy to transform our systems by building the capacity of educators, school leads, and students to better address their needs and interests and to shift from policies focused on compliance to communities of support. Central to this model is a platform of deep knowledge, access to educational experts and the ability to collaborate in a virtual network. The complete waiver application is available at: <http://www2.ed.gov/policy/eseaflex/nh.pdf>.

This RFP will help build upon initial work to implement the visions defined in both the SLDS grant and Waiver application. The work identified in this RFP expands upon existing work. 2Revolutions has already begun by designing a comprehensive model and implementing the first phase of this work with a series of Innovation Networks. The existing work includes:

- Creating a conceptual design of the frameworks underpinning a new system of statewide support on an improvement to innovation continuum, which includes clarifying methodologies around Technical Assistance, Knowledge and Innovation Networks.
- Assistance to operationalize the networks (i.e., human capital, financial capital, ongoing support structure, metrics/objectives for success, etc.).
- Definition of an accountability system underpinning the network strategy (e.g., How do we know when this strategy is successful? What are leading indicators and longer-term goals?).
- Creation of a working taxonomy for the network structure (and how to think about tagging information resources, human capital, etc.).
- Identification of the needs around systemic supports such as CRM, Talent Cloud, KnowledgeBase, and e-learning Platform.
- Implementation and refining of initial networks (i.e., real-time improvement and reflection on the first cohort of networks)
- Design of Innovation Networks.

- Targeted expertise from 2Revolutions Talent Cloud and beyond to support topic-specific innovation design.
- Unlimited access for district-based teams, to 2Revolutions KnowledgeBase for design support.
- An e-learning platform and ongoing supports for each network.
- Directly facilitate in-person and virtual meetings to support network activity.
- Oversight to manage the learning agenda as it relates to each network—
 - * what hypothesis are being tested?
 - * what methods are being used?
 - * what are results as it relates to student learning outcomes? adult learning outcomes? process improvements?

Approximately three years ago, the NH DOE also created a new Single Sign-on (SSO) system called myNHDOE, to enable access to a variety of secure internet applications available to LEA staff and DOE support personnel. Schools can manage access to these internet applications via SSO system. The myNHDOE provides a portal for user authentication and authorization, along with navigation paths (URLs) to internal and external systems. For external systems, we integrate through a shared token assigned to a user request, along with encrypted request parameters. myNHDOE provides users with lists of systems that they have permissions to. When a user selects an external system, their client (browser) is given a directive to redirect to a given URL that turns into a request to that external system. The user request accesses the external system where the token and parameters are evaluated and authenticated. This mechanism requires internal development at the NHDOE to formulate the custom client redirect/request and is not just a matter of configuration in myNHDOE. Access to the social media and KnowledgeBase should be governed by the SSO system.

The expansion of the KnowledgeBase, support of engagement and social media network is further defined in the following “Services & Solution to be Provided” section of the RFP. Additionally, a demonstration of the existing work being performed by 2Revolutions is available upon request.

II. VENDOR REQUIREMENTS/ELIGIBILITY

The vendor must be able to implement a solution that is hosted outside the NH DOE. The vendor must have existing experience with the work being proposed. The solution must either expand upon the existing 2Revolutions solution or provide an equivalent solution that incorporates the work being created by 2Revolutions. The vendor will have to agree to the terms of agreements and contractual requirements of the NH DOE. All proposals must meet the requirements as outlined in this RFP.

III. SERVICES & SOLUTION TO BE PROVIDED

As previously described this RFP seeks a solution to; 1) expand upon our new knowledge base of targeted education content, 2) offer an expansive support system to ensure successful engagement across New Hampshire (NH) educators, and 3) provide a social media network to enable online collaboration, training and resource collection.

This section of the RFP will further define the required solution.

The requirements will be based upon the following list of networks.

Innovation Networks
<ul style="list-style-type: none"> • Performance-Based Assessment Network • Performance-based Data System Network • Next Generation Learning • ILN/ Learning Progressions • ILN/ Learning Studios • Innovating around the Use of Time • Whole School Transformation • Game-inspired Learning/Gamification
Knowledge Networks
<ul style="list-style-type: none"> • Getting Ready for Smarter Balance • "Early Childhood Education Strategic Planning" • Personalization Technologies • Key Dispositions of Successful Students • Student Voice • State Accountability • Learning Progressions in ELA & Math • Math Report: Recommendations on Improving Math Delivery • Leadership Development Knowledge/ISLIC State Framework • Fundraising at District-Level • Mental Health for Students and Staff • Neuroscience and the Development of Children's Thinking • Parent Governance and Decision Making • Best Practices of Instruction • Career Ladders in the Future of Learning • E-learning: Effective Online Instructional Strategies • Flipped Classroom • Working w/ ELL Students • Delivery Models for SPED • Innovative Lab Network
Technical Assistance
<ul style="list-style-type: none"> • Educator Effectiveness - Full Implementation* • Educator Effectiveness - SIG (Priority)* • Educator Effectiveness - Open/Volunteer Schools* • Educator Effectiveness - SPED* • Educator Effectiveness - Student Learning Outcomes* • Leader Development for Educator Effectiveness/ Leadership for Teacher Evaluation* • Leadership Pipeline

- Mentoring First Year Principals/Leadership Mentoring Induction
- Teaching, Learning & Grading in Competency-Based Model/ Competency Based Grading
- Common Core State Standards Implementation*
- Alignment of Common Core to RTI
- Common Core Content- Competency Development
- Improving Math Instruction
- Performance Assessment
- Use of Data and Ability to Support It*
- SLO Development
- Social Skills Acquisition
- Mini Module around Learning Environment & Culture
- College Career Readiness*
- Culture & Climate PBIS
- Drop-out Prevention*

*Note, at a minimum these networks must have significant NH and national content in the KnowledgeBase and must be included in the social network implementation.

The following requirements should be met for each of the three components as well as the entire solution, as described:

1. Expand upon the new 2Revolutions KnowledgeBase of targeted education content.

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| <ul style="list-style-type: none"> • Access to an online KnowledgeBase of curated education content that is aligned with the Networks defined above as well as the NH DOE Four Principles (defined as part of NH DOE Waiver). Content should include nationally best practices as well as local NH content. Response should describe scope of content included. |
| <ul style="list-style-type: none"> • New NH specific content should be developed based upon NH and national best practices. The scope of this new content should be defined in the response to the RFP. |
| <ul style="list-style-type: none"> • Ability to search/filter/sort information within each network including learning models, technology tools, information resources and experts. |
| <ul style="list-style-type: none"> • QuickStart guides for each network, that provides a well-defined overview that enables an LEA to begin implementing content associated with a network. |
| <ul style="list-style-type: none"> • All content should be tagged with taxonomy that meets the requirements of the NH DOE and align with the Networks identified above. |
| <ul style="list-style-type: none"> • Authorized NH users must be able to add content to the KnowledgeBase (submitted via the social network). |

2. Offer an expansive support system to ensure successful engagement across New Hampshire educators.

- | |
|--|
| Ongoing enhancements to the on-line systems should be included as the system is upgraded for other customers. |
| Trainings should be conducted throughout NH to provide awareness and operational knowledge. Responses should provide detailed roll-out and training plans. |

A help desk must be available to receive phone calls between the hours of 8:00am and 5:00pm Monday to Friday. The help desk must also accept email requests. All requests should be addressed within two business days and resolved within this time when possible.
Online videos and guides should be created to explain overall purpose and workings of the networks, knowledgebase and social media tools.

3. Provide a social media network to enable online collaboration, training and resource collection.

An expansive social network with on-line tools including the ability to post content, blog, conduct virtual meetings, post and view webinars (or similar videos), conduct discussions, sketch boards, chat rooms, frequently asked questions, ability to post questions, track calendar items, etc.
Populate social networks that include NH Specific content and on-line courses for key networks. Content should include trainings documents, recorded webinars and other items that 'jump-start' a level of collaboration beyond the KnowledgeBase for the given network. Response should include a description of which networks will be included for this requirement.
Allow for authorized individuals to 'promote' content from social network to KnowledgeBase.
Oversight and guidance to ensure DOE staff or other education leaders are facilitating each network.
Oversight and guidance for Vendor to facilitate key networks (please describe which networks will be included).
Security access must be available to limit access based upon SAU, District or School of user. Therefore postings to a network must be able to be private within any of these entities or public.

- Additionally the following requirements apply to all three components and should be included.

Integration with SSO. The online systems must be authenticated and launched via the NH DOE SSO system. Security roles should be available to limit access as required. Access to the systems must be blocked if the user is not authenticated.
Security roles should be available to limit access as required. For example, some users such as researchers may only have access to the KnowledgeBase, to specific communities or specific items within the KnowledgeBase.
The system should also integrate the NH DOE's Customer Relationship Log (CRL) to allow seamless access for users to jump between this solution and the CRL.
The 'look and feel' of the systems should portray a NH site, using NH DOE standards where possible.
The solution must include security, backup and redundancy systems. The solution must meet the state DOIT (Department of Information Technology) technology standards.
Once logged in, a single 'home page' must provide for a seamless system including all three of the above components.
Ability for a quick and easy search, based upon key taxonomy, for both the knowledge base and all content stored in the social network.

Ability for advanced search, allowing search via taxonomy, date posted, entity or user posting, network, network type, words found in content itself, as well as other search criteria or a combination of criteria. The advanced search should be available in both the knowledgebase and social network.
All searches just described must be able to search across both the KnowledgeBase and Social Network, or individually in either component. Searches across both KnowledgeBase and Social Network should return a single list of results, differentiating source.
Authorized DOE staff must be able to create new networks as needed. Content for these networks will be created and managed by DOE staff or other community members.
Access to the system for all NH educator stakeholders must be provided. Vendor must identify any limitations to the number of users (either limit to number of logins and/or limit to number of concurrent users).
The ability to create a 'talent cloud' providing access to experts on each network content should be available from both the KnowledgeBase and Social Network. Initial 'talent clouds' should be available for key networks. Response should describe what initial clouds will be included.
All NH generated content both on the KnowledgeBase and Social Network, must be the property of NH and must be extractable by the Vendor so that NH could choose to use a different service provider at a future date. The content extracted must be inclusive of all content including but not limited to blogs, webinar recordings, content postings, attributes associated with these such as ratings, and all other content. It is understood that some national knowledge may be proprietary and not included in this extract.
Users must be able to rate all content on both the KnowledgeBase and Social Network. Content posted as well as blogs, videos and other items must be able to be rated. Additionally the system must also recognize the frequency of access for these items.
Administrative reports must provide analytics about the use of the different communities and aggregate access of content and social media use within each community.
Administrative reports must also provide usage by user and by LEA associated with user.
System must be operational from all major browsers and computers (including iPads and similar devices) used by LEAs.

In addition to the above requirements, the response to the RFP should include all costs to maintain the solution for four years after the initial year. The costs should include maintenance and/or licensing costs to enable the state to provide the solution and should include customer support. Costs should also be identified to expand KnowledgeBase and Social Network content.

- The following maintenance items must be included in the vendor's response.

Ongoing access to the full system created in year one.
Ongoing research and curating of content both in KnowledgeBase and Social Network.
Ongoing writing, editorial and publishing of national and NH specific content in KnowledgeBase.
Maintenance and updating of existing content as needed.
Ongoing development and maintenance of electronic platform.
Ongoing customer support as described in initial implementation (phone, email, etc.).

IV. GRANT APPLICATION REQUIREMENTS

Applicants for this RFP must provide the following information, not to exceed 40 pages, double-spaced, with font not smaller than 12 points:

1. a completed and signed Cover Sheet;
2. a concise abstract of your solutions that explain the background and experience that you bring to the state;
3. a detailed description of the solution that you would provide;
4. a definition of the methodology or steps you will use to implement;
5. a timeline including all implementation steps;
6. a description of all staff who will be involved with implementation;
7. an estimate of time (hours, days of the week) for each staff;
8. a fixed fee, not to exceed, budget; and
9. current resumes with at least two (2) references.

V. PROPOSAL SUBMISSION AND REVIEW

Bid Procedures

1. To be considered for funding, an original and five identical copies of a formal proposal must be sent or delivered to **Jane Levesque**, by the deadline specified in this RFP. The proposal must include an original signature of the person authorized by the submitting entity to submit the proposal. Incomplete applications may be returned without review.

2. Proposals shall be submitted to:

Jane Levesque
Department of Education
101 Pleasant Street
Concord, New Hampshire
Fax: (603) 271-7381
Phone: (603) 271-3749
Email: jane.levesque@doe.nh.gov

3. Proposals will be reviewed for completeness and eligibility. Ineligible or significantly incomplete proposals will be rejected. A review panel will evaluate applications according to application requirements. The number of points to be awarded for each of the proposal elements is shown in parentheses. Each proposal shall include:

- a. (*zero to 30 points*) a concise abstract of your experiences that explain the background and tools that you will bring to this project;
- b. (*zero to 45 points*) a thorough description of the tools and services that you will provide; and
- c. (*zero to 25 points*) an itemized budget of cost for both the initial implementation which should include all costs for year one, as well as maintenance for years 2-5.

4. In order to provide bidders with the opportunity to present a response to this RFP which best presents their credentials and approach, a page limit has been established for the proposal (see Section IV). However the bidder's ability to develop a concise proposal which responds to all of

the elements herein will be considered favorably in rating the proposal. Supplementary materials may be included as part of the submittal. These should either explain or expand upon information presented in the formal proposal. All supplementary materials must be clearly identified (e.g., Appendix A, B, etc.) and cross-referenced in the text of the formal proposal.

5. Qualified bidders may be asked to provide the Department with additional written materials or documentation of qualifications, and may be asked to meet with the proposal evaluation team to discuss their proposal.

6. Each bidder shall submit, along with the formal proposal, a completed/signed "Alternate W-9 Form" (see Attachment B).

7. Notification: It is the Department's intent to act promptly. Following review, the eligible Vendor will be contacted by Department of Education staff to discuss any modifications that may be required. Applicants whose proposals are recommended at less than the amount requested may be asked to revise the project budget and/or scope of work.

VI. Timeline

Individual contracts exceeding \$2,500 require Governor and Council approval. It is anticipated that the effective date for the contract will be on passage by the Governor and Council. The contract will extend through June 30, 2017.

VII. Limitation on Price

The bidder should present a budget that is reasonable and contains sufficient detail and justification for the services to be provided. The state has limited funds. Hourly rates must be competitive.

The price must be a fixed fee not to exceed total.

VIII. Terms and Conditions

1. Unless otherwise deleted or modified by mutual agreement between the State of New Hampshire and the Contractor, all terms and conditions contained on page 2 of Form P-37 (Attachment A) shall be incorporated into the contract.

2. In creating or adapting documents and communications for the project, the Contractor must utilize at least Microsoft Office 97 for Windows or its Macintosh equivalent, as needed for problem-free transfer, copying, and editing of files between contractor, the NH Department of Education, and other project partners. Prior to the contract closing date, the contractor will provide all necessary computer files to the Department.

3. Any and all documents produced as a part of this contract become the property of the New Hampshire Department of Education.

4. The State shall not be responsible for or pay any costs incurred by the bidder in the preparation of the proposal submitted in response to this RFP.

5. The Department reserves the right to seek clarification of any information contained in a proposal submitted in response to this RFP.
6. The Department reserves the right to reject any and all proposals submitted in response to this RFP. In addition, the distribution of this RFP shall not commit the State to issue a contract.
7. If the Department chooses to award a contract in response to this RFP, the successful bidder shall be notified by letter. The Department shall then develop a contract for Governor and Council approval. The contract shall incorporate, by reference, all provisions of this RFP and the successful bidder's proposal. In preparing a contract with the successful bidder, the Department reserves the right to clarify any terms and conditions contained in the proposal.
8. The Department may determine if it is in the best interest of the State to seek a "BEST AND FINAL OFFER" from bidders submitting acceptable and/or potentially acceptable proposals. The "BEST AND FINAL OFFER" would provide a bidder the opportunity to amend or change their original proposal to make it more acceptable to the State. The Department reserves the right whether or not to exercise this option.
9. Any expectations of support by the Department must be clearly defined by the Contractor.
10. Public announcements or news releases pertaining to the award of a contract shall not be made without the written permission of the Department of Education.
11. The State shall not be responsible for any work performed by the successful bidder prior to the effective date of a contract approved by Governor and Council.
12. All obligations of the State, including the continuance of payments under an approved contract shall be contingent upon the availability and continued appropriation of state, federal or other funds and in no event shall the State be liable for any payments in excess of such available appropriated funds. In the event of a reduction or termination of those funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate or amend the contract immediately upon giving the contractor notice of such termination or amendment.
13. When delivering services under an approved contract, the Contractor shall work under the broad supervision of the Department Contracting Officer for this project.
14. The Department expects to award a contract to one or more successful bidders.

IX. Terms and Conditions – for Employees of vendor

Vendor employees who are also employees of a school district shall work out a mutual signed agreement with their administration to serve as a participant on this project.

X. Evaluation of Proposals

All proposals will be reviewed and rated by an evaluation team appointed by the Director of the Division of Program Support at the Department of Education. The Division Director will then

make the final selection based upon the evaluation team ratings. Each proposal will be rated in accordance with the requirements established in this RFP. The maximum number of points for each of the required elements of a proposal is identified in Bid Procedures above. Additional points will be awarded for elements of added value for the Department that the Contract proposes. The Department shall be under no obligation to contact bidders for clarification of their proposals, but it shall reserve the right to do so at any time prior to the awarding of a contract. If the Department chooses to award a contract relative to this RFP, it shall be to the responsive bidder that receives the highest total rating as a result of the proposal evaluation process.

XI. Tentative Work Schedule

Selected contractors will be notified by Nov 1, 2012. The contracting officer at the Department of Education will work with the successful bidders to prepare a contract for submission to the Governor and Council.

XII. Further Information

See contact information above.

XIII. Vendor Service Evaluation

The work of the vendor(s) will be evaluated to ensure the services are effectively completed.

COVER SHEET

KnowledgeBase, Social Media and Network Support

(COMPLETE ALL THAT APPLIES)

APPLICANT:

PROJECT TITLE:

PROJECT DIRECTOR:

NAME:

TITLE:

ADDRESS:

TELEPHONE:

FAX:

E-MAIL:

AMOUNT OF FUNDS REQUESTED:

\$

Certification by Authorized or Institutional Official:

The applicant certifies that to the best of his/her knowledge the information in this application is correct, that the filing of this application has been authorized by the body, group, or institution being represented and that the applicant will comply with the attached statement of assurances.

Typed or Printed Name of Person Submitting

Title

Signature of Person Submitting

Date



STATE OF NEW HAMPSHIRE

ALTERNATE W-9 FORM
PAYER'S REQUEST FOR TAX PAYER IDENTIFICATION AND CERTIFICATION
PLEASE USE THIS FORM TO PROVIDE THE REQUESTED INFORMATION

Pursuant to IRS Regulations, you must furnish your Taxpayer Identification Number (TIN) to the State whether or not you are required to file tax returns. If this number is not provided you may be subject a 31% withholding on each payment made to you . To avoid this 31% withholding & to ensure the accurate tax information is reported to the IRS, A RESPONSE IS REQUIRED.

If a service provider is part of a GROUP PRACTICE, it is the group name & TIN which is required on the Alternate W-9.

If the service provider is a SOLE PROPRIETOR, it is the individual name & TIN which is required on this Alternate W-9.

NAME_____

ADDN'T OR D.B.A. NAME_____

ADDRESS_____

CITY/STATE/ZIP_____

TAXPAYER IDENTIFICATION NUMBER INFORMATION

Please indicate what the number below is - CHECK ONLY ONE:

___EMPLOYER IDENTIFICATION NUMBER OR ___ SOCIAL SECURITY NUMBER

NUMBER USED ON IRS TAX RETURN _ _ _ _ _

(This number must be the one assigned to the name given above)

DESIGNATION - Select ALL that best describes your business. For more information see the letter enclosed with this form.

<input type="checkbox"/> Corporation	<input type="checkbox"/> Individual	<input type="checkbox"/> Estate or Trust
<input type="checkbox"/> Government (Federal/State/Local)	<input type="checkbox"/> Sole Proprietor	<input type="checkbox"/> Rental
<input type="checkbox"/> Rental Agency	<input type="checkbox"/> Partnership	<input type="checkbox"/> Emt Exams
<input type="checkbox"/> Non-Profit (attach copy of exemption		

List the principal type of service, product, or other provided:_____

Under penalty of perjury, I declare that the information provided is true, correct and complete, to the best of my knowledge and belief.

NAME & TITLE (print or type)_____

SIGNATURE_____DATE_____

TELEPHONE # _____

INSTRUCTIONS FOR COMPLETING ALTERNATE W-9

Please complete ALL sections of the form. If any section is left blank, the form will be returned and payment to you may be delayed. Please complete the name and address portion of the form as you wish to have payments made.

NAME

This is the name to whom checks will be made payable. It must be the name that matches the taxpayer identification number on the form.

ADDRESS and CITY/STATE/ZIP

This is the address to which checks will be mailed.

SOCIAL SECURITY NUMBER OR EMPLOYER IDENTIFICATION NUMBER

This is used to indicate what type of number is being used as the taxpayer identification number. Check **one** box only to indicate what type the taxpayer identification number is.

NUMBER USED ON IRS TAX RETURN

This number should be that which is assigned to the named indicated on the form. Be sure to fill in all 9 digits.

DESIGNATION

Please select the designation which best describes your business. The following is a brief description of each:

Corporation: You are incorporated.

Government: You are federal/state/local government agency.

Non-Profit: You are a non-profit agency. You will need to supply a copy of your tax exemption.

Rental Agency: You would check there.

Estate or Trust: You would need to list trustees.

Rental: You will have to let us know if you are Sole Proprietor or Individual.

TYPE OF SERVICES

List the type of services or goods that you provide. The following is a brief description of each.

Services: Child Care, tutoring, tuition, fees, rental, counseling, case management, transportation, etc.

Goods: Books, supplies uniforms, tools of the trade etc.

MISCELLANEOUS

Please complete the form by printing or typing in your name and title (if applicable), signature, date, and telephone number where you may be reached during the week day. This information should be accurate and readable in the event that we need to contact you for clarification or additional information. Remember, if you need any assistance in completing the form or have any questions, call the number in the letter.